What is claimed is:

1. A method for assuring quality of service (QoS) for data network telephony (DNT) calls, comprising steps of:

      (a) monitoring bandwidth on an existing DNT call between two stations;

      (b) comparing available bandwidth to a prestored threshold value; and

      (c) in the event that available bandwidth is less than the prestored threshold value, establishing a conventional telephone call via a telephony channel between telephones available to the participants in the DNT call, and terminating the DNT call.

2. The method of claim 1 wherein, in step (a) bandwidth is monitored by determining latency between two points, and in step (b) the prestored threshold value is a latency time value.

3. The method of claim 1 further comprising a step (d) for continuing to monitor bandwidth for the DNT path, and restoring the DNT call and terminating the conventional telephony call in the event that available bandwidth again is equal to or exceeds the prestored threshold value.

4. The method of claim 1 wherein a personal computer (PC) coupled to a wide area network (WAN) and a telephone having a telephone channel connection to an intelligent telephone network are connected at at least one of the stations in a manner to allow both DNT calls at the computer and conventional calls at the telephone to be processed through the telephone.

5. The method of claim 4 wherein the telephone to computer interconnection is at both of the stations.

6. The method of claim 3 wherein, before switching a call from DNT to conventional telephone channel, or from conventional telephone channel to DNT, the control code causes one of the parties to the call to be informed of the impending switch.

7. The method of claim 6 wherein, in addition to notifying one of the parties of an impending switch in a call, the party notified is also offered an opportunity to ratify the impending switch, a reply to the offer being required for the switch in call to proceed.

8. A telephone/computer system comprising:

a telephone coupled by a conventional telephony channel to an intelligent telephony network;

a multi-media computer connected to a wide area network and adapted to process Data Network Telephony (DNT) calls; and

control code adapted for monitoring bandwidth for a DNT call;

wherein the control code, upon determining bandwidth for an existing DNT call to be less than a prestored value, causes an alternative conventional telephony call to be established to replace the DNT call, and terminates the DNT call.

9. The telephone/computer system of claim 8 wherein the multi-media computer and the telephone are connected by the speaker line in the telephone being connected to the input and output ports of a sound card in the computer, and the multi-media computer causes the alternative call to be placed via the telephone and conventional telephony channel to the intelligent telephony network.

10. The telephone/computer system of claim 8 wherein the multi-media computer has a local area network (LAN) connection, and the control code, in establishing the conventional telephony call, utilizes the LAN connection to direct equipment accessible by the LAN connection to establish the alternative call.

11. The telephone/computer system of claim 8 wherein the WAN-connected multi-media computer utilizes the WAN connection to direct equipment accessible by the WAN connection to establish the alternative call.

12. The telephone/computer system of claim 8 wherein the control code, after causing the alternative call to be established, continues to monitor the DNT path for bandwidth, and, upon determining bandwidth above the threshold value, causes the DNTcall to be re-established, and terminates the alternative call.

13. The telephone computer system of claim 8 wherein the control code is resident and executed on a processor connected on a network connected to the multi-media computer.

14. The telephone/computer system of claim 13 wherein the network is the Internet.

15. The telephone/computer system of claim 13 wherein the network is a local area network to which the multi-media computer is connected.

16. A call center comprising:

a plurality of agent stations, each agent station having a telephone connected by telephone channel to a telephony switching apparatus;

a multi-media computer at selected ones of the agent stations, each of the multi-media computers connected on a local area network;

a processor connected on the LAN running a computer-telephony integration (CTI) application, also connected to the telephony switch by a CTI link;

a LAN connection to the Internet; and

control code adapted for monitoring bandwidth for a Data Network Telephone (DNT) call;

wherein the control code, upon determining bandwidth for an existing DNT call to be less than a prestored value, causes an alternative conventional telephony call to be established to replace the DNT call, and terminates the DNT call.

17. The call center of claim 16 wherein the control code operates on a processor connected on the LAN, and is adapted to monitor DNT calls connected to any computer also connected on the LAN.

5

18. The call center of claim 16 wherein telephones at individual agent stations are connected to multi-media computers at the same agent stations by having the speaker line of the telephone connected to the microphone and speaker ports of a sound card in the multi-media computer.

10